
COMMUNICATIONS SECTION-911 CALL CENTER

STAFFING

Communications - Civilian							
	Asian Pacific	Black	Hispanic	White	Other	Native American	Total
Female	1	2	14	95	1	0	113
Male	0	0	4	40	0	0	44
Total	1	2	18	135	1	0	157

CALL VOLUME

911 Call Center Volume	2019
911 Calls	868,886
852-COPS	32,965
Switchboard	8,220
Total Calls to 911 Center	910,071

	2018	2019	YTD Aug 31 2019	YTD Aug 31 2020
Calls to FRES from Communications	NA	125,460	NA	81,843

Source: Communications; Data includes 185 Calls transferred to Babylon & Smithtown Fire Dispatch

COMMUNICATIONS SECTION TRAINING

The Suffolk County Communications Section receives training for new hires and continuous in-service training for employees. The training criteria is a combination of certain parameters from 21 NYCRR parts 5201(attached), and best practices and industry standards. The legal requirements are contained in 21 NYCRR 5201.

NEW HIRE

(Within first 12 months, most done within first 2-4 weeks)

- Orientation-Role and Responsibilities (Communications Section Overview/Procedures/Geography/R&Ps/Who's Who)
- Radio Communications (Ten Codes/Call Classifications)

- Telephone Techniques (Phone System/TTD/TTY/Mapping)
- Emergency Complaint Operator [ECO] Procedures (all)
- Public Safety Dispatcher [PSD] Procedures (PSDs only)
- Technologies (CAD-computer aided dispatch system)
- Stress Management (Employee Assistance Bureau)
- Interpersonal Communication (Verbal Judo)
- Legal Aspects (Penal Law/Legal Bureau)
- ICS 100 and ICS 700 (FEMA Incident Command)

IN-SERVICE

- Daily Training Slide (47 slide cycle)
- Monthly Classroom Training (45-60 minutes)
- Department Directives (monthly)
- TDD/TTY (annual)
 - Water Rescue (annual)
 - Ice Rescue (annual)
 - Stress Awareness (annual)
 - Various Topics (i.e. Smart911, MVC School Bus, Annual Review, RAVE, CPEP vs. DASH, Fire Island, Active Shooter, etc.)
- Backup Center Drill (annual)
- Backup Center Drill Manual (annual)
- Ride Along (annual but on COVID hold for 2020+)
- Various Topics (i.e. Homicide, K-9, any technology upgrade, Crisis Intervention, Sexual Harassment & Discrimination, Response Hotline, Evacuation Drill, Active Shooter, Active Shooter in the Workplace, etc.)

MENTAL HEALTH TRAINING

- Crisis Intervention Training was conducted for all employees January 2019

- Response Suicide Hotline presentation for all employees Jan-Feb 2017
- PEER Team Program for all employees January 2016
- Overview of TBI, PTSD, Trauma and Connections to Substance Use/Abuse and Depression was conducted for all employees January 2015

**Suffolk County Police Department
2019 End of Year Statistics**

911 Call Center Volume	2019
911 Calls	868,886
852-COPS	32,965
Switchboard	8,220
Total Calls to 911 Center	910,071

Total Police Service Responses	513,694
Persons with Mental Illness	5,556
Domestic Incidents	27,343
Motor Vehicle Accidents	47,605
Aided Cases	100,387
Traffic Stops	125,912

Source: IRS and Communications; Aided Cases include Aided Ods; PMIs include transported and non-transported.